

Office of Manufactured Housing  
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For more information, please call:

**1-800-964-0852**

Toll-free in Washington

or

360-725-2971

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Housing Services Division

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# Office of Manufactured Housing

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STATE OF WASHINGTON  
DEPARTMENT OF COMMUNITY,  
TRADE AND ECONOMIC DEVELOPMENT

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# Office of Manufactured Housing

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## History

The Office of Manufactured Housing within Washington State Community, Trade and Economic Development was created in 1988 to address the concerns of manufactured housing community owners, homeowners, and the industry. The Legislature established the office to provide a state resource and information center for coordinating manufactured housing activities and an ombudservice for landlord-tenant dispute resolution.

Since that time several other functions have been added, including research of relevant issues and the administration of manufactured home relocation assistance. In 1991, the Legislature gave the office authority as the State Administrative Agency (SAA) for the U. S. Department of Housing and Urban Development to handle consumer complaints involving structural and product defects in manufactured homes. The office was authorized in 1994 to train and certify manufactured home installers.

## Ombudservice

The Ombudservice helps identify issues, provides information, and assists with problem conciliation between manufactured home owners and community owners. The office will help resolve manufactured housing community problems, but it does not offer legal assistance or resolve rental payment disputes (RCW 59.22).

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The office also offers technical assistance to residents in the process of forming resident organizations in order to purchase manufactured housing communities. For assistance, call the automated services request line at **1-800-964-0852**.

## State Administrative Agency (SAA) Program

The SAA Consumer Complaint Program is part of the Office of Manufactured Housing. The program can assist manufactured home owners by helping them work with manufacturers to correct defects in their homes. The SAA Program enforces the Federal Manufactured Home Procedural and Enforcement Regulations. Under federal requirements, the program has two major purposes:

- Ensure that serious home defects which may endanger consumers' health and safety are corrected quickly;
- Help manufacturers identify and correct serious product or structural defects that exist in a group of homes.

Homeowners who have not received a satisfactory response by working directly with the manufacturer or dealer to correct defects in their home may contact the SAA Program for help. To receive a Request for Assistance form, call the automated services request line at **1-800-964-0852**.

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## Mobile/Manufactured Home Relocation Assistance Program

Mobile/manufactured home relocation assistance legislation was amended March 2002, and funds are available for qualified applicants. You may be eligible for assistance if your income meets the HUD Low Income guidelines, you own your mobile or manufactured home, and you live in a park that is closing. New expenses have been added to the list of acceptable relocation costs. For additional information or to receive an application, call the automated services request line, **1-800-964-0852**.

## Installer Training and Certification Program

The Manufactured Home Installer Training Program teaches individuals to properly set up manufactured homes. The two-day course includes an examination for certification. Short courses are also available for local jurisdictions' building departments. Classes are provided at various locations around the state. For registration information, call the automated services request line at **1-800-964-0852**.

## Manufactured Housing Community Purchase Program

The Legislature authorized the Office of Manufactured Housing to provide technical assistance to resident organizations that wish to purchase the manufactured home community in which they reside. For assistance, call the automated services request line at **1-800-964-0852**.

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